



HEAR: Health Enrollment Assessment Review

THE HEAR SYSTEM

HEAR is a flexible system that helps health care managers by:

- **assessing** an enrollee's **health risk factors** and **preventive care needs** for their primary care manager (PCM)
- **predicting** which enrollees are likely to use **high levels of medical resources**
- **suggesting** the appropriate **training and expertise level** required by the PCM for each enrollee

THE HEAR QUESTIONNAIRE

When used, all enrollees in TRICARE Prime over the age of 17 fill out a *HEAR* questionnaire as part of the enrollment process. The instrument, which can be **completed in about 20 minutes**, is in module format.

The 82 questions in the **questionnaire modules** provide data on:

demographics	blood pressure
physical activity	women's health
men's health	smoking
cholesterol	preventive issues
alcohol	stress
mental health	absenteeism
activity limitations	medical care
life satisfaction/	chronic conditions
family conflict	

This modular approach offers considerable **flexibility**, since the various components can be combined in numerous ways.

HEAR SOFTWARE

Data from the *HEAR* questionnaire are generally scanned into a database. Algorithms are run against the data and reports are generated for multiple users.

HEAR REPORTS

- ✓ The **Patient Report Card**, a concise report that addresses his or her currency for preventive services, health risk factors, and chronic disease history
- ✓ The **Primary Care Manager (PCM) Report**, which provides information shown on the individual Patient Report Card, as well as an assessment of the selected risk factors with suggested care level, and any information missing or incomplete on the *HEAR* form
- ✓ The **PCM Panel Report**, which gives a comprehensive picture to the PCM of the individuals enrolled. For example, this report identifies the number of smokers, hypertensives, diabetics, individuals needing tetanus immunization, etc., for that PCM.
- ✓ **Ad Hoc Reports** for health promoters, PCM, commanders, and health care planners at all levels from a database that can be analyzed by nearly any method.

HEAR also allows each user to create **custom reports** that support the unique objectives of a particular organization.